



ADMINISTRATIVE ASSISTANT

APPLICATION DEADLINE IS TUESDAY, MARCH 6, 2018 AT 11:59PM

Division: Community Programs
Reports to: Director of Community Programs
Location: Nashville, TN
Full-time/Part-time: Full-time
Salary Grade: 29
Monthly Salary Range Minimum: \$3,053
FLSA Classification: Non-Exempt (01)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Provides general clerical and administrative support for multiple programs within the Community Programs division.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Answers incoming calls; provides information pertaining to organizations and housing grant programs to callers and routes calls to other staff members or other agencies.
- Processes approved pay requests for Division programs, including, but not limited to, Emergency Repair Program (ERP), Emergency Solutions Grant (ESG), Housing Modification and Ramp Program (HMR), HOME, Tennessee Housing Trust Fund (THTF), Low Income Home Energy Assistance Program (LIHEAP), Weatherization Assistance Program (WAP), the National Housing Trust Fund (NHTF), and other programs.
- Prepares legal documents for Division programs, including Grant Notes, Deeds of Trust, Restrictive Covenants, and Escrow letters.
- Prepares the cover page and body of the Division contracts for grant programs.
- Prepares and distributes announcements for the Division to program customers.
- Receives and sorts incoming mail and faxes for the Division.
- Attends organization board or board-related committee meetings; takes shorthand and/or electronic tape recordings and transcribes to a draft of written minutes.
- Performs administrative tasks including making copies, composing correspondence, creating reports and creating pdf-fillable forms.
- Arranges for appointments, training sessions, travel and conferences.
- Maintains calendar of division activities, including events and vehicle checkout.
- Enters data into the Customer Resource Manager (CRM) or subsequent database for Division programs.
- Prepares documents for and retrieves documents from storage in Electronic Content Management (ECM) or subsequent records management system.
- Provides administrative support for the development and design of program manuals, forms, and other documents.
- Maintains Division and program files.
- Channels paper flow to proper staff members.
- Receives funding applications, sets up application review files, and prepares list of applications received.
- Creates grant application and program files and ensures receipt of initial grant set up documentation.
- Orders and monitors supplies for the Division.
- Maintains and updates grantee mailing list and THDA's non-profit mailing list.

- Prepares and coordinates updates to and maintenance of web site for Division programs.
- Retrieves and mails checks to grantees.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- High school diploma or equivalent GED.
- Two years of clerical experience in a business environment, working with the public, to include experience using business math on a regular basis.
- Experience with web site design and maintenance is preferred.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Considerable knowledge of modern office practices, procedures, and equipment.
- Considerable knowledge of business math and the ability to accurately make math calculations.
- Ability to transcribe from note, type accurately from plain copy, and type accurately from rough draft.
- Ability to perform a variety of difficult and responsible administrative tasks.
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Excellent customer service skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Maintains a high level of confidentiality.
- Documents regularly, thoroughly, accurately, and completely.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER
APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION
PLEASE VISIT OUR WEBSITE AT WWW.THDA.ORG AND FOLLOW THE ONLINE
APPLICATION INSTRUCTIONS